



TELEPHONE ETIQUETTE

Directive: 12 – 112

Date of Issue: July 2013 Amends/Cancel: G.O. 09-23

I. PURPOSE

In order to better serve the tenants of all State facilities and the citizens of Maryland the following telephone etiquette will be initiated when dealing with questions, comments, and concerns over the phone. This is being done in an effort to be more professional, more efficient, and to bring consistency within the Department when answering the phone.

II. POLICY

All members of DGS-MCP will strictly adhere to the procedures set forth in this Directive.

III. PROCEDURES

- A. Upon receiving a phone call, all Police and Security Officers will identify both themselves and the facility or post they are assigned to (Police Communication Operator will identify the agency as Maryland Capitol Police). In addition, all Police and Security Officers should ask “How may I help you” (Example: “Saratoga State Center, Security Officer Johnson speaking, how may I help you?”) Calls should be handled as professionally as possible. In the event you should have to put someone on hold ask them “May I put you on hold please?”
- B. If you should have to transfer someone, offer them the number as well. This should be done so in the event the call does not go through they may call back on their own. **DO NOT** transfer a call to anyone without first identifying yourself, identifying the caller and the nature of the call. (Example: “Lt. Davis, this is Security Officer Smith; I have Miss Landers on the line who would like to ask you a question about parking”).
- C. As a courtesy always say “Good Bye” at the end of every call.
- D. Rather than deflecting a problem to others we should try and assist the caller to the best of our ability with their question, comment or concern.

Example: We receive a call from a tenant of The Tawes` Building complaining of a hallway light that is burned out. Instead of telling him/her “We don` t take of that you need to contact FOM we should say something similar to: “Sir/Ma` am I would be happy to forward this information, where is the exact location of the light? If you would like to follow up on this please contact FOM work control at extension ###-###-####.